

The Seafarer

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Photo by Bill Pointer

New Fleet Medical Coordinator reports to FISC Norfolk LSC

On January 10, HM1 Steven Durr reported to Logistics Support Center, FISC, Norfolk as coordinator for Fleet Medical, Dental and pharmaceutical assistance. HM1 Durr joins Mr. Albert Ford and Ms. Alma Henry to continue providing medical and dental customer support to the fleet. HM1 Durr is reporting from Medical Center Portsmouth. The team can be reached Monday through Friday at (757) 443-1201/1876/1877 or DSN 646-1201/1876/1877 or on weekends and holidays by calling 1-877-41-TOUCH.

DSCP Shoots Marketing Video at FISC

Lights, Camera, Action



Photo by Bill Pointer

On Wednesday, December 12, 2001, representatives from the Defense Logistics Agency (DLA), Defense Supply Center Philadelphia (DSCP), DSCP Directorate of Subsistence, came to the Fleet & Industrial Supply Center (FISC) Norfolk and the Norfolk Naval Shipyard to film FISC personnel ordering food for the Navy Ships home ported in Norfolk. The DLA/DSCP team, Lt Frankie J. Hand, SC, USN, Nutan Chada, Frank Johnson, Carol Madonna, and Gina Cimino met with Jerry Dysick, Director, STORES-NT, FISC and his staff to coordinate the filming.

DSCP's Directorate of Subsistence is in the process of producing a Marketing Video and wanted to showcase the FISC team at work. DSCP was most impressed with the outstanding staff at FISC and expressed their gratitude with the hospitality and time given in assisting with this project. "I was very impressed with the dedication and commitment exhibited by the FISC staff in supporting the delivery of food to all sailors," said Lt. Hand.

The film is currently in production and will be released for viewing at the Subsistence Worldwide Customer Conference being held in April 2002 in Washington, D.C.

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A change in direction for NAVSUP

“The new NAVSUP Strategic Plan represents a change in direction for NAVSUP; a re-balancing between our focus on business practices and our focus on war fighter support,” said Rear Admiral Justin D. McCarthy, commander of the Naval Supply Systems Command and Chief of Supply Corps, introducing the revised strategic plan to the NAVSUP organization.

McCarthy noted that the NAVSUP mission and vision remain the same, but the goals were revised to align the command more closely with the Secretary of the Navy and Chief of Naval Operations’ priorities and to be responsive to the needs of NAVSUP’s stakeholders.

“It is important that we all understand the basis for our change in direction and how the goals, strategies and objectives support that change,” McCarthy noted. “Our scope has also increased to include Joint issues. This plan is the product of two months of identifying and assessing the changes taking place in the world around us with our stakeholders.”

“At its highest level, the Strategic Plan forms a corporate statement of what we are about, what we value and what we feel is the direction we need to head in supporting our operating forces and other customers,” he said. “At its lowest level, the plan provides specific guidance on initiatives we are undertaking to move us forward in achieving the stated goals. Our supply team should be able to read through the document and see the linkage between the goals, strategies and objectives, as well as see how what they are doing fits into the overall priorities of our Strategic Plan.”

A key effort in support of the strategic plan is the initiative to reinforce a single enterprise identity for NAVSUP. During stakeholders advisory group meetings NAVSUP’s customers and suppliers said they saw the command as a loose confederation of specialized activities, and they said they preferred to deal with NAVSUP as a single corporation. This led to the NAVSUP branding initiative.



McCarthy said, “We need to build on the power of the team. There is tremendous goodwill out there from individual customers who have experienced excellent support from members of the team. We need to make that credibility work for the entire enterprise. How do we do that? The most visible way is through a branding initiative.”

The branding initiative consists of four key elements: a unique value proposition, a new command logo, a style guide and a communications plan.

The unique value proposition is three words, Ready. Resourceful. Responsive!” that describe what NAVSUP is all about and how the command aspires to be viewed by its customers.

The new logo brings NAVSUP Headquarters and its 13 field activities together under a single image, where previously there had been 14 separate logos. McCarthy noted that the logo contains several components that communicate the command’s purpose. The italicized look of “NAVSUP” indicates that the organization is always Ready to serve, prepared at all times and positioned as a forward-thinking and forward-moving organization. The hardware components of the logo convey that the organization is a military one and represent the three major warfare communities of the United States Naval operational forces - air, surface, and

submarine. NAVSUP is Resourceful in that it supports all facets of Naval operations, and it brings innovative solutions to the table to meet or exceed our customer expectations.

The bulls-eye represents that NAVSUP is on target and Responsive in providing timely solutions to customer requirements.” It also signifies that NAVSUP is at the center of Naval Supply operations. The communications plan provides guidance on messages to communicate NAVSUP’s vision and purpose to multiple audiences.

The NAVSUP Strategic Plan is a living document. It forms a stable framework for action while at the same time remaining flexible enough to adapt to what is learned along the way as the command pursues its objectives. The Strategic Plan is posted on the NAVSUP Web site (www.navsup.navy.mil).

“I believe our new Strategic Plan reflects our purpose of delivering combat capability through logistics,” McCarthy said. “The NAVSUP leadership, our stakeholders and customers were all key players in creating this plan and the final product is truly an enterprise-wide effort. This same enterprise-wide effort will be required to execute the plan. I look forward to working with the Navy supply team as we do so.”

Mail Backlog Causing Delivery Delays to Federal Activities in Washington, D.C

On October 23, 2001, the United States Postal Service (USPS) closed the Washington, D.C. Brentwood mail facility due to bio-contamination. That facility was the entry point for mail and packages addressed to federal government activities in Washington, D.C. with Zip Codes between 20200 and 20599. As a result, Navy and Marine Corps activities serviced directly or indirectly by the Brentwood facility had their regular mail delivery disrupted for over a month. There is a significant backlog of federal government mail for DC addresses which may take at least two months to clear out. To cite just one example, Recruiter of

the Year packages are still somewhere in the backlog so other means were used to complete this process.



Navy activities outside the national capital region that need to send time-sensitive information or material to Navy or Marine Corps activities with DC Zip Codes between 20200 and 20599 should use non-USPS means such as FEDEX, UPS, email or fax until notified via NAVADMIN that the flow of mail is back on track.

The bottom line is that, if your command has sent any sort of mail to OPNAV that requires action, you should follow up by

other means (e.g., telephone, fax, or email) to verify it has been received.

The Point of Contact (POC) for Washington, D.C. mail delivery questions is Ernest Terry, Director of the Navy Consolidated Mail Handling Facility, Fleet and Industrial Supply Center Norfolk, Detachment Washington at commercial 202-685-0901 or email at ernest_1_terry@navsup.navy.mil.

Training Guide Available From RNMC

The Regional Navy Mail Center has posted on the web site (www.nor.fisc.navy.mil) a training guide dealing with the identification of suspicious mail and some procedures on how to handle. Also available is a seven minute video produced by the USPS dealing with biological threats and the U.S. mail. Commands may request to check out a copy of the video for showing.

LANTFLEET Postal Advisory & Assistance moves to FISC's RNMC



PCCS Jeff Gibbs



PCC Robbin Santos

On November 23, 2001, an agreement was signed between Rear Admiral Paul Soderberg, CINCLANTFLT Supply Logistics, and Captain. Bill Kowba, Commanding Officer, FISC, Norfolk to transfer the CLF Fleet Postal Advisory and Assistance functions under the Regional Navy Mail Center. On December 17, 2001, PCCS Jeff Gibbs and PCC Robbin Santos, currently the Fleet Assistance team officially became part of the Regional Navy Mail Center family. The CLF Postal officer, PCCM Rick Bucharth will remain as part of the CLF staff and will have functional responsibility for the program. PCCM Bucharth issued an official message the week of December 10th notifying everyone of the transfer. These changes were deemed necessary to allow for improving assistance and training to all Atlantic Fleet units, and develop some much needed new programs and services.

PCCS Gibbs will be located at the Regional Navy Mail Center main office located at 9225 3rd Ave, Bldg. U132. PCCS Gibbs new phone number will be 444-7203/7437 Ext 12, cell phone 544-1404, Fax number 444-9796. Regional Navy Mail Center message address is: FISC NORFOLK VA//308//. PCCS Gibbs' new e-mail address will be published as soon as possible. You may continue to reach PCCS at his current CLF e-mail address until further notice.

PCC Robbin Santos will be located at the Regional Navy Mail Center Branch office located in Bldg. W313. PCC Santos will remain at this site until renovations at U132 are completed and all Naval Station Postal functions are moved. PCC Santos can be reached at 445-7888/1925, Fax number 445-4263. An e-mail address for PCC Santos will be published as soon as possible.

ATMS-At-Sea and Navy Cash Support Move to FISC

The Naval Supply Systems Command will be transferring the ATMS-AT-SEA and Navy Cash fleet support functions and personnel from the Space and Warfare Command to the Logistics Support Centers at FISC Norfolk and FISC San Diego starting January 2002.

The Fleet Support Group is responsible for providing assistance to fleet disbursing officers who are equipped with the ATM or Navy Cash systems. This support provides for ATM and Navy Cash fiscal training, software or hardware problems and any out-of-balance conditions.

The Fleet Support Group, Norfolk consists of Bill Freeman, Joe Kovach and DKC Tommy King, who reported to FISC on Dec. 27, 2001. San Diego representatives are Arsenio Vergara and DKC Nilo S Nunez.

The ATMS-AT-SEA program has been on naval ships for the last 13 years and has gone through many changes. The next generation of ATMs-AT-SEA is Navy Cash. Navy Cash will replace the need for cash in the lifelines of the ship. At present Navy Cash is being prototyped aboard two Naval Ships on the west coast, USS Rentz and the USS Bonhomme Richard. If all goes well, fleet wide implementation will begin this year.

The ATM Fleet Support Group looks forward to the move and working with FISC Norfolk and San Diego in supporting the ATMs-AT-SEA and Navy Cash programs. They can be reached at 443-1861, Monday thru Friday, 0600-1800 and by dialing 1-877-41-TOUCH on weekends and holidays.



Photo by Bill Pointer

YNSN Berwyn Tinnion uses an ATM aboard USS Trenton (LPD 14) at Norfolk Naval Station. ATMs have reduced paycheck issue by 90 percent, decreased cash handing requirements, reduce disbursing office workload and provide 24-hour access to personal funds.

FISC CALL CENTER 1-877-41-TOUCH

Reserve COs Tour Navy Integrated Call Center



Photo by Jim Kohler

FISC Norfolk - Sharon Brown, division director, Code 101, explains to Naval Reserve unit commanding officers how real-time status can be obtained by customers tracking requisitions. Paul Wicker (with headset) was on the telephone with a customer from Naval Air Station Sigonella, Italy. Wicker is one of several customer service agents serving customers in the Navy Integrated Call Center (NICC) in Norfolk. Wicker was able to tell the caller where the order was and the scheduled delivery date. The visiting reserve unit officers were at FISC Norfolk for the annual Naval Reserve Commanding Officer Conference.

Task Force EXCEL
**Rear Admiral Harry
 Ulrich visits FISC/FLRC**



Photo by Bill Pointer

***FISC Norfolk/FLRC** - Capt. Cris Toledo (right), FISC Norfolk Customer Service Officer, escorts Rear Adm. Harry Ulrich, Commander Task Force EXCEL on his recent visit to the Fleet Learning Resource Center (FLRC) in building W-143. The admiral was briefed on the capabilities of the center's state-of-the-art computers and classrooms. One of Rear Adm. Ulrich's recommendations was to extend the hours of operation until at least 10:00 p.m. on weekdays. He directed the staff to provide him in two weeks recommendations on how to increase the use of the center and how we can communicate to the fleet the availability of the FLRC. Although the admiral's agenda was only to tour FLRC, Capt. Toledo showed him FISC's Logistics Support Center (LSC) and Navy Integrated Call Center (NICC). Joan Duke, deputy director LSC, and Sharon Brown, NICC division director, provided a brief on the LSC's responsiveness to the needs of the warfighters and the Call Center's mission. Rear Adm. Ulrich's departing comment was he will mention to the Chief of Naval Operations the FISC Norfolk capabilities...he also indicated he will talk with Rear Adm. McCarthy, COMNAVSUPSYSCOM and Rear Adm. Paul Soderberg, CINCLANTFLT Supply Officer.*

DSCP Announces Prime Vendor Portal

- Not sure who your Prime Vendor is for a particular commodity?
- Tired of entering multiple web sites to place your orders?
- Are you looking to take advantage of the web to increase efficiency in your ordering process?

The General and Industrial Directorate of the Defense Supply Center Philadelphia (DSCP) has developed a web portal which allows customers to access all of their prime vendors through one common entry point with one login and password. This portal directs customers to their designated prime vendors, allowing customers to shop across their prime vendors, and to fill a common integrated shopping cart.

The URL portal www.HOPDLA.com will be available throughout the country. Training is provided via an online user's guide or a customer visit can be arranged for any potential user of the new system. This portal is the first step in providing total integrated support as DSCP works on several initiatives to improve the ordering process, including providing order information for customer legacy systems. To become a user, go to the site for registration information or contact the help line at 1-877-746-7352.

SEMI-ANNUAL REVIEW OF PURCHASE CARD APC IMPORTANT TO ENSURING INTEGRITY OF THE PROGRAM

The Agency Program Coordinator (APC) is required to perform a review of his/her command's purchase card program on a semi-annual basis. This review should include the management and controls over the program—is the Internal Operating Procedure up to date, is training current, are invoices promptly processed — as well as a thorough review of accounts — what was bought, were proper local and Navy procedures followed, was the purchase price within authorized limits, etc. etc. etc. This review is mandated by the purchase card regulation, NAVSUP 4200.94. Sample checklists as well as other information relating to the conduct of the review are found in the instruction which may be downloaded from the NAVSUP website at www.navsup.navy.mil. This website also includes policy letters that provide changes and updates to policy pending changes to the actual instruction. For example, policy letter PC02-05 issued October 17, 2001 addressed the issue of “span of control”. It provides that approving officials may have no more than seven cardholders under their cognizance to ensure that sufficient oversight is present to guard against misuse of the card.

With the purchase card receiving so much attention from higher authority as well as from the news media along with the prevalence of audit and inspection by various outside agencies, it is imperative that APCs establish a schedule for this twice a year review, adhere stringently to the schedule and then make sure that corrective actions are taken wherever needed.

Guidance concerning the APC semi-annual review as well as with other purchase card issues is just a phone call away. Please feel free to contact the FISC Norfolk PMR at (757) 443-2060 or DSN 646-2060 for more information.

Thomas Edison learned from his mistakes but kept going. How many mistakes are you away from succeeding?

Contractor Subsistence On-Loads - A Successful QOL Program

The Fitting Out and Supply Support Assistance Center (FOSSAC), Fleet Industrial Supply Center, Norfolk (FISC), and Defense Supply Center Philadelphia (DSCP) united to implement a QUALITY OF LIFE (QOL) initiative for fleet personnel, Contractor Subsistence On-Load Assistance Team. The program began in the Norfolk area on October 15, 2001 and has been used on an average of four ships per day. The goal is to increase quality of life through services. Supply Officers and Food Services Officers, if you have not had the opportunity to use this new program, the following guidelines will put you on board:

- Ensure that your subsistence orders are placed with the Logistics Support Center/Subsistence Prime Vendor (LSC/SPV) at least 72 hours in advance of your required delivery date.
- Specify at the time you place your order whether you desire a on-load assist team
- The qualifying size of the food orders must be 2 pallets or more for submarines and ARS class ships; 4 pallets or more for FF/DD/DDG/CG/



Photo by Bill Pointer

and "L" class ships and 25 or more pallets for CVNs.

- A FISC/FOSSAC team will try and schedule the contractor working parties with your requested delivery time; your delivery time will be posted on the SPV voice response system (VRS) ext. 443-1198.

Initial indications are that the QOL initiative is a success and customers are

very satisfied. Plans are to expand this success to the entire water front. Scheduling priority will be given to deployers, then it is first-come-first-served. Short fused orders driven by operational requirements will receive the same high priority as deploying ships if they meet the minimum threshold for assistance. For further information or assistance please contact your FISC Norfolk LSR at (757) 443-1861, DSN 646 1861 or 1-877-41-touch.

National Guard And Reserve Mobilized

The Army, Air Force and Navy all announced increases of reservists on active duty in support of the partial mobilization . The Marine Corps reported no changes, but the net collective result is an increase of 1,562 more reservists.

At any given time, services may mobilize some units and individuals while demobilizing others, making it possible for these figures to either increase or decrease. Total number currently on active duty in support of the partial mobilization for the Army National Guard and Army Reserve is 18,515; Naval Reserve, 9,193; Air National Guard and Air Force Reserve, 30,628; Marine Corps Reserve, 1,468; and the Coast Guard Reserve, 2,108. This brings the total Reserve and National Guard on active duty to 61,912 from 50 states, the District of Columbia, Puerto Rico and individual augmentees.

A cumulative roster of all National Guard and Reserve who are currently on active duty can be found at www.defenselink.mil/news/Dec2001/d20011226ngr.pdf.

“The Attack of the Nematode”

The Pinewood Nematode (*Bursaphelenchus xylophilus*), is a microscopic roundworm that infects conifers, especially pines, and is known to occur in the United States, Canada, Mexico, Japan, China, Taiwan, and Korea. The nematode can be vectored to a healthy tree during the beetle's maturation feeding or egg laying where it feeds on cells in the bark and xylem causing tree wilt and mortality. This is the more likely transmission pathway in North America, where the pinewood nematode is thought to be native. The nematode can also feed on fungi growing in dying or dead trees or in cut timber and thus can be transported in wood products, such as logs, lumber, pallets, crates, wood chips, and furniture that are not kiln-dried.

Based on concerns about invasive species, particularly the Pinewood Nematode, the European Communities issued an Emergency Decision on March 12, 2001 to regulate Non Manufactured Wood Products (NMWP) originating in Canada, China, Japan and the U. S. The EC decision took effect on October 1, 2001 and from that point onward, no untreated softwoods should be shipped to Europe from listed originating countries. The United Nations (UN) International Plant Protection Convention (IPPC) is drafting a similar measure to establish international standards for NMWP and the prevention of various wood pests with an anticipated effective date of April 2003. NMWP is defined as non-manufactured wood pallets, skids, boxes, crates, etc. that has not had sufficient processing to kill pests present in the raw wood. Since most DOD cargo is palletized, crated, boxed, etc. with NMWP, the impact is significant. The European decision does not affect processed wood, such as plywood, used in packaging and crating. It does affect both new and used NMWP. All NMWP imported into the EU must be marked to indicate the method of treatment and the facility where it was performed. Failure to comply with the requirements of the Emergency Measure can result in the refusal, destruction or treatment of materials at the EU point of entry.

DOD Guidance

Effective immediately, all DOD activities will take, as a minimum, the following actions to ensure that no CONUS or U.S. originated OCONUS DOD shipments to Europe will be frustrated:

- Modify all appropriate contracts for materiel and direct vendor deliveries to require any/all wood lumber, pallets, boxes, crates, etc. delivered to a DoD activity, worldwide, be heat-treated under the 56/30 requirements and marked to the American Lumber Standards Committee (ALSC) NMWP policy and enforcement standards.

- Require that all wood pallets, boxes, crates, etc. ordered/delivered from vendors be heat-treated and marked to the American Lumber Standards Committee (ALSC) NMWP policy and enforcement standards.

- Require that all bulk lumber procured for the fabrication of pallets, boxes, crates, etc., be certified and marked as a part of the fabrication process, to the ALSC NMWP policy and enforcement standards.

Activities using ALSC-certified lumber to make or repair wooden boxes or crates, skids and pallets, etc., must have formal processing procedures and documentation to ensure that only certified lumber leaves their fabrication point.

- Initiate acceptable measures to ensure all existing stocks of NMWP that are destined for the EC are pest free. Once treated, these wood

products must be marked to the ALSC NMWP policy and enforcement standards.

- Establish in conjunction with the U.S. Department of Agriculture Animal Plant Health Inspection Service (the U.S. lead for this matter), ALSC or an ALSC-accredited agency, acceptable procedures for inspecting softwood and hardwood pallets, boxes, crates, etc. for signs of pest infestation.

- Inspect, certify, replace or treat wood pallets, boxes, crates, etc. on all pre-positioned vessels, during routine rotation cycles.

- Ensure all DoD shippers create an inspection/verification routine to ensure all wood pallets, boxes, crates, etc. leaving CONUS and OCONUS shipping activities, destined for Europe, meet the EC Decision.

- Ensure that all non-coniferous (unregulated) wood used in shipments be identified and certified as exempt from the EC decision.

Navy Guidance and Local Developments

In accordance with DOD policy, Naval Inventory Control Point (NAVICP) included new requirements in solicitations and contracts that define ALSC's 56/30 standard. Message R051908Z Oct 01 provides Navy guidance on the use of non-manufactured wood packing material (NMWPM) for EU destined shipments.

The Ocean Terminal and Naval Air Terminal, under the cognizance of Fleet and Industrial Supply Center (FISC) Norfolk, will serve as inspection and repackaging sites for all Defense Transportation System (DTS) export freight being processed

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through Norfolk. Two separate contractors will serve in the inspection and repackaging roles. The repackaging contractor will be responsible for the "heat treating" of non-compliant wood pallets with a heat chamber. These contracts are anticipated to be in place sometime in early 2002.

Ship's Store and Cargo

Stores and cargo that are intended to remain on board navy vessels, such as repair parts and ammunition are not subject to this requirement and do not require certification. If shipboard material is loaded for further transfer to an overseas shore activity in the European community and requires certification, ships can contact their assigned local Logistics Support Representative (LSR). LSR's have been trained on requirements, equipped with moisture meters/stamps and authorized to provide PWN free certification. This service will be provided free of charge.

Look for the following DOD Certifying Markings:

Shipments meeting the inspection procedure requirements are required to be certified by marking the NMWP with the DoD approved pest free certification stamp and stencil showing:

- **DOD** approved certification stamp for compliant shipments will include DODAAC; i.e., RUC or UIC.
- **DOD** approved certification stencil for compliant shipments using marking boards or straight line marking will include the 'USA DOD Certified Pest Free' wording followed by the shippers DODAAC or for DLA only, the Defense Agency Designator.

Information for this article was compiled from the following sources:

Ms. Vicki Edgar, Naval Inventory Control Point (NAVICP Mechanicsburg, PA) University of Vermont website (www.uvm.edu/~dbergdah/pwn/pwn.html)

DoD Prepares To Reshape Workforce

The Department of Defense may soon face a difficult situation - possible base closings later in the decade. The tasks of culling civilian employees who no longer match changing priorities and replenishing the ranks at a time when many experienced workers are expected to be retiring.

Downsizing in the 1990s gave DOD an undersized workforce that could not complete work in some areas, such as acquisition, linguistics, scientific research and development, and technology. Since 1989, the number of full-time civil service employees at DOD has dropped 36 percent to just under 660,000 workers.

The 2002 Defense Authorization Act includes provisions to help the Pentagon improve its personnel management, a move aimed at reshaping DOD's civilian workforce.

The act would allow DOD, in an effort to entice and retain employees, to pay eligible expenses of workers such as scientists, engineers, and health care

personnel who are required to earn professional credentials. Eligible expenses would include the costs of licenses, exams to obtain credentials, and professional certifications.

The legislation would provide the Pentagon with ways to cushion staff reductions caused by contracting out, downsizing or agency realignments, and DOD could also offer cash buyouts to more workers than in previous years. Under the legislation, the agency could buy out 2,000 employees over fiscal year 2002, and 6,000 workers in FY 2003. The voluntary buyouts could be offered to workers taking early or regular retirements.

Additionally, the legislation would offer \$10,000 payments to private sector employers as an incentive to hire and retrain DOD employees who lose their jobs. To collect the \$10,000, a company would have to employ a defense hire for 12 months.

Navy Drug Labs to Triple Ability to Detect Designer Drug "Ecstasy"

The Navy has positioned itself at the forefront of American society in maintaining a drug-free workplace. Yet despite two decades of steady decline in drug use, Navy officials say ecstasy use in the ranks has increased over the past year and they are committed to reversing this disturbing trend.

Beginning in January, Navy drug screening labs will triple their abilities to detect the designer drug ecstasy. The new screening reagent is three times more sensitive than the current one and will be employed in all Department of Defense drug-screening labs, according to a recent NAVADMIN message (319/01).

For Navy experts combating the ecstasy problem, the new test is a welcomed addition. "More and better testing raises awareness levels, and that's the important thing," according to Rick Cates, program director for the Naval Station Pearl Harbor Counseling and Assistance Center.

Any detection and deterrence capability is a plus, Cates said, in battling the abuse of a drug now understood to be genuinely dangerous and possibly fatal. Sailors in today's highly complex, technological environment put themselves and their shipmates at risk from the effects - and after effects - of ecstasy.

Bill Flannery, Branch Head for the Navy's Drug Detection and Deterrence Office (PERS-6), said the reagent would expand the window of opportunity to detect ecstasy for another 24-to 48 hours. "We will continue to evolve the Navy's drug testing program with technology. This new reagent is the gold standard by which all other are compared," he said. In acknowledging that the new reagent could result in an increase of positive drug tests for ecstasy, the message reinforced senior leadership's commitment to a zero tolerance policy for drug use. The message urges leaders to warn Sailors about the increased detection capability to achieve a deterrent effect, and encouraged individual commands to sharpen their prevention programs.

The message highlighted efforts by PERS-6 as a resource for commands to refer to in enhancing their drug use prevention efforts. The PERS-6 Web site contains a variety of drug prevention tools.

MTMC Outsourcing Railroad Cars

ALEXANDRIA, Va. (USTCNS) --- The Military Traffic Management Command is outsourcing the management of its railroad cars. The administrative support functions associated with management of military-owned rail cars will now be accomplished with a private contractor. MTMC has signed a two-year contract with IntelliTrans, of Atlanta, to provide all car movements, tracking, maintenance management, repairs and records for the 2,200 railroad cars in the Defense Freight Railway Interchange Fleet.

The majority of the rolling stock is flatcars and tank cars. The more unique flatcars include 566 heavy-duty cars capable of carrying a pair of huge M-1 tanks. In addition, the railroad car inventory includes more than 200 special purpose units, such as depressed center cars and cabooses.

Military customers will benefit from the contract in another way. IntelliTrans will also track military customers' shipments aboard commercial railroad cars.

"This is another step toward leveraging commercial capabilities," said Maj. Gen. Kenneth L. Privratsky, commander. Outsourcing coordinator Tom Hicks agrees. "This is a big change," said Hicks. "We are outsourcing administrative support functions while acquiring rail traffic management tools that will allow us to manage more efficiently," said Hicks. "We will eliminate some government-unique information systems in the process. We will now have a single-information management system that will be used by both government and industry."

"We'll have greater management and visibility of our rail cars," added Hicks. "We are now going to be true traffic managers." MTMC will reduce the size of its management staff involved in rail operations.

The contract, signed Dec. 7, will run 24 months and will have three one-year renewable options. The 24-month contract base period is valued at \$1.9 million. IntelliTrans will provide Department of Defense users and military customers with the following capabilities:

- * Forecasting
- * Car ordering
- * In Transit visibility
- * Data collection

"The system will provide MTMC overall near-real-time visibility of the rail procurement and execution process, and the ability to influence it," said Mark Metz, transportation planner. One of the big gains with the outsourcing will be managing rail car assets during a contingency, said Hicks. "The contract will greatly improve our ability to manage the surge requirements of a wartime scenario," said Hicks. "We will be better able to integrate Department of Defense rail cars and commercial rail cars. This will allow us to use them better."

Combat Zone Tax Break Announced

Service members in Afghanistan will receive significant tax breaks as a result of an executive order signed by the president. Effective September 19 (the day troops first started deploying for Operation Enduring Freedom), the combat zone tax exclusion applies to service in Afghanistan and the airspace above it.

Service members directly supporting operations in Afghanistan from other locations are also eligible if they are receiving imminent danger pay or hostile fire pay. As a result of the order, enlisted service members and warrant officers will pay no federal income tax on all basic pay and special pay. Officers will pay tax only on that portion of their pay that exceeds the highest enlisted pay plus the \$150 imminent danger pay, a figure currently set at \$5,043.

Eligible service members also receive an automatic extension to file their taxes. Since the order is retroactive to September 19, eligible service members can expect a refund of taxes already paid and future withholding to stop.

Disney's "Armed Forces Salute"

To honor members of the U.S. Armed Forces, the Disneyland Resort and the Walt Disney World Resort recently extended to active-duty military personnel, complimentary admission into Disney theme parks. This includes ticket discounts for family members and friends.

"Disney's Armed Forces Salute" will be offered from Jan. 1 through April 30, 2002, by the Disneyland Resort in California and the Walt Disney World Resort in Florida.

Each active member of the U.S. military may obtain a complimentary seven-day ticket during the offer period. This ticket, specifically created for "Disney's Armed Forces Salute," will be valid for admission into the four Walt Disney World theme parks, a Disney water park, Pleasure Island and more for seven days from the date issued. For more information on this offer, call (714) 782-4565.

Visit *FISC's*
Website

WWW.nor.fisc.navy.mil

Fleet Learning Resource Center

State of the Art Facility Provides Training/Access to Internet

The Fleet Learning Resource Center (FLRC) is now available for use. The Local Training Authority, Hampton Roads, in partnership with the Fleet and Industrial Supply Center, Norfolk, opened the FLRC in May of 2001. The FLRC provides a state of the art facility for Sailors to receive self-paced training and to work on their continuing education.

The FLRC features two automated electronic classrooms, each with 24 computer workstations, instructor workstation, Smartboard technology and Internet access. There are direct links to the Navy Learning Network, a complete set of Shipboard Training Enhancement Program (STEP) CDs, and a wide range of other training CDs and films.

The FLRC is open to all active duty military, and on a space available basis, DoD civilians and dependents (children welcome!). Active duty personnel can work on their rate-training program on line by accessing the Navy Advancement Center website. The facility can be used to further educational interests, surf the web, complete a term paper, complete computer-based courses for professional and individual development, and set up e-mail accounts to keep in touch with family and friends.

The FLRC can also be used for training classes. Contact the LTA POC to schedule your class.

The FLRC is located on the first floor in building W143 at the Fleet and Industrial Supply Center, adjacent to the Logistics Support Center. Current hours are Monday through Friday, 7:00 a.m. through 6:00 p.m., and will be opening soon on the weekends. The FLRC is closed on holidays. The LSC provides shuttle transportation along the waterfront during working hours, and additional parking is available behind the FISC, where a bus will transport users to and from the FLRC from 5:00 a.m. to 5:00 p.m.

For more information, or to schedule a classroom for training use, call Ms. Kim

NEX Little Creek expanding to better serve customers

Navy Exchange Little Creek recently held the groundbreaking ceremony for its new 153,000 square foot store. "This new store will be a virtual one-stop shopping center for our customers," said Cheryl Acampora, general manager at Navy Exchange Little Creek.

The new store will have an expanded clothing department and lawn and garden shop, a flower shop, optical shop, barber/beauty shop, personalized services, General Nutrition Store, photo processing, and the package store. The store will continue to offer massage therapy through its beauty shop.

"The new store won't have a typical mall-type layout where services are separated from the main store," said Acampora. "Everything is in one location and under one roof. It should make our customers' shopping experience much easier." The two-story store will house a food court with Dunkin Donuts, Subway, Sbarro Express, Manchu Wok, and Fresh Grill/ Carvery with both inside and outside seating. An ATM machine will also be available as well as additional parking spaces in the parking lot. The store will have an elevator and escalators to accommodate all customers. The existing 100,000 square foot Navy Exchange will be converted into a larger furniture/appliance store; an expanded uniform shop; a tailor shop; and a laundry/dry cleaning operation. There will also be a small barbershop for customers living in barracks. The current Navy Exchange will not be closed during the renovation. The new store is expected to open in spring 2003. For more info, contact kristine_sturkie@nexnet.navy.mil.

New Flag Officer Assignments Announced

Chief of Naval Operations Admiral Vern Clark announced the following assignments:

- Rear Adm. (select) Curtis A. Kemp is being assigned as president, Board of Inspection and Survey. Kemp is currently serving as commander, Cruiser Destroyer Group 2.
- Rear Adm. (select) Joseph A. Sestak, Jr., is being assigned as commander, Cruiser Destroyer Group 2. Sestak is currently assigned as director, Naval Operations Group, N3/N5, OPNAV.
- Rear Adm. (lower half) David M. Crocker is being Assigned as commander, Operational Test and Evaluation Force. Crocker is current assigned as assistant chief of staff for plans and policy, Supreme Allied Commander, Atlantic.
- Rear Adm. (lower half) (select) Christopher C. Ames is being assigned as director for plans and policy, J5, U.S. Transportation Command. Ames is currently assigned as commander, Amphibious Squadron 3.

Changes Scheduled in BAS For Enlisted and Officers

Three rates of BAS will remain in effect: standard BAS (currently referred to as separate rations (SEPEATS/COMRATS) and rations in kind not available (RIKNA) for enlisted personnel and standard BAS for officers. Partial BAS and emergency rations (EMRATS) are no longer authorized.

Each year the standard BAS rate for enlisted and officers will be based on the previous year's rate plus the percent increase in the USDA Food Cost Index (FCI). Effective January 1, 2002, the standard BAS rate is \$241.60 per month for enlisted personnel and \$166.37 per month for officers.

The standard BAS rate will apply to members in the same fashion that SEPRATS was authorized previously. If the member is permanently assigned to shore installation, authorized to live off base or in family government quarters, and drawing SEPRATS, he/she will receive standard BAS while assigned to that command.

Personnel authorized to receive RIKNA prior to January 1, 2002 will continue to receive RIKNA until the member transfers. RIKNA is set at \$262.50 per month and will remain in effect until the standard BAS rate equals or exceeds the RIKNA rate. At that time, the RIKNA rate will be terminated.

BEQ/ship board sailors: enlisted members assigned to shore and sea duty, currently receiving rations in kind (RIK (meal card) and partial BAS will receive standard BAS and will be charged via automatic pay account deduction for all meals made available (whether eaten or not) at the discount meal rate of \$6.75 per day. This will leave a delta of \$39.10 per month, an increase of \$13.30 over partial BAS. This information will be reflected on the member's LES.

Personnel assigned TAD/TDY to sea duty, field duty, essential unit messing (EUM), or group travel will be charged, via pay account deduction, The discounted meal rate for all meals made available, whether eaten or not while assigned.

New accessions (I.e., personnel in basic military training (boot camp and officer candidate school)) who do not have continuous prior enlisted service (active or reserve) are not entitled to BAS and will be subsisted in kind.

Additional detailed guidance along with long term initiatives to improve BAS entitlement for our sailors will follow (via NAVADMIN and updated MILPERSMAN articles) upon approval of the updated DoD BAS directive. DFAS will also publish detailed guidance for disbursing units to process the new rates of BAS.

Point of contact for Navy BAS policy is Lt Stormi Looney, at (703) 695-3005/ DSN 225. Email: n130c1@bupers.navy.mil.

House, Senate Reach Compromise On Base Closings

The House and Senate recently reached a compromise concerning a proposed round of base closures that could lead to a round of base closings in 2005, two years later than the Senate proposed, according to published reports.

A round of base closures has been authorized beginning in 2005, two years after the Senate originally proposed the closings. However for the closures to occur in 2005, the Secretary of Defense must first prove that the recommended base closures will result in an annual net savings for each of the services by 2011. If the secretary does not make such a case, the base closing initiative will end, according to published reports.

Gulf War & Lou Gehrig's Disease Linked

The American Forces Press Service reports that a study conducted by the DoD and VA has found preliminary evidence that Persian Gulf War veterans are nearly twice as likely as their non-deployed counterparts to develop Lou Gehrig's disease. The investigation involved nearly 700,000 service members who served in Southwest Asia during operations Desert Shield and Desert Storm during the period Aug. 2, 1990 and July 31, 1991. More than 1.8 million service members who did not deploy to the Persian Gulf were also interviewed. Forty cases of the disease (also known as ALS) were found among veterans who served in the Gulf area -- almost twice as many compared to those who didn't serve in the gulf. The disease results in muscular weakness and the progressive wasting of muscles, as patients eventually have difficulty speaking, swallowing and breathing. Early symptoms include slight muscle weakness, clumsy hand movements and difficulty performing tasks that require delicate movements of the fingers or hands. Currently, there is no cure for ALS. The VA is providing free medical care and disability compensation for veterans who have the disease.

Pay Issues

SuperSERVMART

FISC Norfolk, EG&G Technical Services, Inc., and Virginia Industries for the Blind hosted a second anniversary open house at the Super SERVMART on November 15, 2001. The anniversary included opening remarks from FISC Commanding Officer Capt. William Kowba. During a brief ceremony EG&G presented a \$10,000.00 donation to the Navy and Marine Corp Relief Societies' Pentagon Relief Fund in acknowledgement of EG&G's continued commitment to the Navy, and as an expression of gratitude for the sacrifices made for the country. EG&G also donated \$1,500.00 to the Southeastern Guide Dogs, Inc. in recognition of the outstanding performance of the staff of Virginia Industries for the Blind during the very busy days in September, when the store opened extended hours to support customer requirements. The anniversary included an in-house trade show with SERVMART vendors, and distributors, including National Industries for the Blind (NIB), and their affiliated agencies as well as National Industries for the Severely Handicapped (NISH) agencies. During the second year of operation the Super SERVMART continued to enhance customer service through the 3PL concept. 2001 far exceeded the previous year's demands and in response there was an expanded product offering and many key services were added, or re-engineered to save the customer time and money. The SERVMART offers on-site tech support from participating vendors for every commodity group offered, and items that are not carried in stock are available through the special order service. Other services include delivery to any Hampton Roads location, including just-in-time delivery to support everything from ships' deployment schedules, to coordinating deliveries to a central warehouse receiving location when timing is crucial to meet customer requirements. Additional services include on-line ordering with access to thousands of items with next day delivery for orders (over \$50.00) received before 12 Noon. The SERVMART also offers an electronic In-store Catalog that will print a shopping list that can be used to shop at the store. The catalog is updated monthly and is available for download from the FISC website at: <http://www.nor.fisc.navy.mil/home/SSERVMART.html>. The SERVMART staff meets regularly with individual commands to define logistics requirements and to work in a team environment to ensure customer satisfaction. SERVMART also offers training on processing issues, and command level e-commerce implementation. To find out more, or to schedule training call Maryanne Bragg at 757 480 1646, or e-mail mbragg@egginc.com. All of the staff and employees at the Super SERVMART would like to thank all of our customers for helping make 2001 a year to be remembered and we look forward to working for you again in 2002. Our commitment is to "you", our customer, and we will continually move forward to help simplify filling your material requirements.

Government travelers can now keep promotional benefits

Acting on legislative recommendations originally made by U.S. Transportation Command, the Fiscal Year 2002 National Defense Authorization Act allows official travelers to accept promotional items, including frequent flier miles, and use for personal travel.

According to the new law "any promotional items through official travel belong to the traveler," said Dwight Moore, staff attorney at USTRANSCOM and a principle writer of the proposal, "it also grandfathers mileage received before the act."

As the law states, this includes "frequent traveler benefits such as points or miles, upgrades, or access to carrier clubs or facilities." The change includes allowing personal use of the promotional items "regardless of when the mileage was accrued." People who have accumulated mileage in frequent flyer accounts through official travel over the past years now own all of that mileage.

According to Moore, the change in the law was the result a legislative proposal forwarded by U.S. Transportation Command in 1999 as part of its yearly package of proposals for consideration by the Department of Defense and Congress.

The proposal went to all federal agencies for coordination and comment and eventually was sponsored by legislators. The president signed the FY 2002 Act in Dec. 2001.

Government travelers cannot accept special promotional items that are not available to the general public.

"The promotional material must be obtained under the same terms as those offered to the general public and must be at no additional Government cost," according to implementing instructions from the Per Diem, Travel And Transportation Allowance Committee, a Department of Defense activity.

For more information contact your local travel section.

How To Improve Your Quality Of Life Aboard Ship In Three Easy Steps

Improvements to mess decks, lounges and living spaces are among the most effective ways to raise morale and support for sailors. The FISC Norfolk Habitability office, located on the waterfront in Building CEP170 (near McDonald's), is your source for success. With an extensive e-library of "before" and "after" pictures from numerous space rehabilitations, many on ships of the same class as yours; as well as samples and personal guidance, you are sure to find a solution to raise the "livability" of your ship.

Here's the easiest way to make this a reality:

1. Contact the FISC Norfolk Habitability Branch for a cost estimate and recommendations for the renovations you'd like for your ship.
2. Include that cost estimate in your request for OPTAR Augment to COMNAVSURFLANT

3. Once the contract's been awarded, work with the Hab Office to monitor the work onboard your ship and do a joint inspection and acceptance walk-thru of the completed work.



The FISC Norfolk Habitability Team aboard USS George Washington CVN 73

It's almost that simple. Now that the FY 02 Budget has been signed, Afloat Supply Officers are encouraged to dust off their copy of the COMNAVSURFLANT FY 02 Habitability Improvement Program Guidance (dtg 191755Z Dec 01) that outlines the required steps to seek an OPTAR augment. The FISC Norfolk Habitability Professionals (443-1444/445-2668) can guide you to turning

your ship's living spaces into the envy of the waterfront with state-of-the-art entertainment systems, dining facilities, and other comforts, and you can be certain that all upgrades are approved for shipboard use and comply with NAVSEA specs. Give them a call!



USS George Washington (CVN 73) CPO Mess Deck before FISC Norfolk's Habitability Branch work. Your standard shipboard atmosphere.



USS George Washington (CVN 73) CPO Mess after FISC Norfolk's Habitability Branch work. As you can see a much more inviting atmosphere.

Shipboard Multipurpose Copier Program designed to support the Fleet

The Shipboard Multipurpose Copier Program (SMCP) is designed to provide comprehensive copier support for vessels of the U.S. Navy, Military Sealift Command (MSC), afloat elements of U. S. Fleet Marine Forces (FMF) and other deployable units of the Federal Government. A requirements type contract was awarded to Xerox Corporation under Contract N00140-00-D-H034 (SMCP Contract) for acquiring digital copiers with local area network (LAN) capability, networkable multi-functional devices (MFD) (capability to fax, copy, print and scan), MFD deployable cases, services and supplies in support of the SMCP. The supplies available under the SMCP Contract are inclusive of consumables, individual parts, and repair parts/unique tool kits. The services available under the SMCP Contract are inclusive of installation, in-depth training of Government technicians for copier maintenance, preventive maintenance and unscheduled maintenance. Support services (maintenance and repair parts) for equipment purchased under the previous Shipboard Copier Program (SCP) Contract N00140-99-D-H019 are available under the SMCP Contract.

Copiers are designated under Classes based on features and the monthly volume of copies produced. Copiers in Class C (Color Copiers) produce up to 3,000 copies monthly. Copiers in Classes I and MFD produce up to 5,000 copies monthly. Copiers in Classes II, III and IV produce in the 40,000 and 40,001-150,000 range of 5,001-15,000, 15,001-40,000 and 40,001-150,000 copies monthly, respectively. For the most economical performance, the class of copier is selected based on the monthly volume of copies produced at the site.

This contract is a mandatory source for copiers in Classes I, II, III, IV, C, MFD associated supplies and services for all vessels of the Navy, MSC, and afloat elements of FMF. U.S. Navy Supervisors of Shipbuilding authorized by the Supervisors copying equipment parts and construction. Use of this the Federal Government that have deployment for extended periods is authorized but is optional. U.S. Navy floating



mandatory source for copiers in and deployable cases, as well as services for all vessels of the elements of FMF. U.S. Navy (SDUPSHIPS) and contractors will use this contract to acquire supplies in support of new ship contract by other mobile units of have deployment for extended optional. U.S. Navy floating

dry-docks (non-self powered vessels), shipboard printing plants and duplication facilities, are excluded from the SMCP Contract. All copier equipment provided under the SMCP Contract is designed in compliance with Navy/MSC/FMF electromagnetic compatibility, shock/vibration, and electrical safety requirements for shipboard use.

User-friendly information regarding pricing, ordering instructions and delivery requirements for SMCP Contract is provided in the SMCP Contract Price List available on the Xerox website (<https://www.gkls.xerox.com/smcpl/>). The FISC Norfolk Pierside Procurement office has computers with Internet access available for use by shipboard customers. A summary of the ordering instructions is provided herein. Ordering Officers or Supply Officers for authorized users of the SMCP contract are permitted to place delivery orders directly with Xerox Corporation of St. Petersburg, FL for purchases under the contract (East Coast: 1-800-824-4051; West Coast: 1-800-235-0708; Naples, Italy: 011-39-081-568-5271; or Yokosuka, Japan: 011-81-468-26-911 ext 7428). Orders are transmitted to Xerox via mail, e-mail, facsimile or other electronic method (one touch, e-mail, website). Oral orders are also authorized but must be confirmed in writing via the aforementioned methods of transmission. Orders must contain the following information: (1) date of order, (2) contract number and order number (Note: Afloat orders should be numbered with Ship UIC and locally established four-digit serial number), (3) item number, description, quantity ordered and unit price, (4) delivery or performance, (5) place of delivery or performance (including consignee), (6) packaging, packing, and shipping instructions, if required, (7) accounting and appropriation data or citation of the Government purchase card number to be charged, (8) any other pertinent information. The recommended method of payment is with the Government-wide Purchase Card.

Points of contacts for questions or information regarding SMCP are Ms. Kristi Kershaw-Brown, Contract Administrator, FISC Norfolk Det Phila. at (215) 697-9635 of Ms. Annie Colbert, SMCP Liaison, Naval Supply System Command at (717) 605-7399.

Navy Blue Angels 2002 Show Schedule

The Navy Flight Demonstration Squadron, the Blue Angels, has announced its show schedule for the 2002 show season. The team is scheduled to begin its season on March 9, 2002 and conclude on November 9, 2002. The Blue Angels are scheduled to perform in 70 shows at 36 locations in the United States and Canada during the 2002 season. A Blue Angels air demonstration is a mix of formation flying and solo routines using F/A-18 Hornets.

The pilots perform approximately 30 maneuvers during the aerial demonstration, which runs approximately an hour and 15

minutes. Performances greatly assist the recruiting and retention goals of the military services, enhance esprit de corps among uniformed men and women, as well as demonstrate the professional skills and capabilities of the armed forces to the American public and U.S. Allies. More information about the Blue Angels is available on the official Website or by calling Navy Cmdr. Anthony Cooper, public affairs officer for the Chief of Naval Education and Training, at (850) 452-4860.

Date

Location

Jan. 2-Mar. 8	(Pre-season training at NAF El Centro, Calif.)
March 9	Opening Show, NAF El Centro, CA
March 16-17	Mesa, AZ
March 23-24	Tyndall Air Force Base, FL
April 6-7	Naval Air Station Kingsville, TX
April 13-14	Blountville, TN
April 20-21	Bay St. Louis, MI
April 27-28	Marine Corps Air Station Beaufort, SC
May 4-5	Ft. Lauderdale, FL
May 11-12	NAS Joint Reserve Base Ft. Worth, TX
May 18-19	Andrews Air Force Base, MD
May 22 & 24	US Naval Academy (USNA), Annapolis, MD
May 25-26	McGuire Air Force Base, NJ
June 1-2	Little Rock Air Force Base, AZ
June 8-9	Fargo, ND
June 15-16	Oklahoma City, OK
June 22-23	Rochester, NY
June 29-30	London, Ontario, Canada
July 6-7	Traverse City, MI
July 12-13	Pensacola Beach, FL
July 20-21	Helena, MT
July 27-28	Point Mugu, CA
August 3-4	Seattle, WA
August 17-18	Chicago, IL
August 24-25	Offutt Air Force Base, NE
August 31	St. Louis, MO
September 1-2	St. Louis, MO
September 7-8	Toledo, OH
September 14-15	McConnell Air Force Base, KS
September 21-22	Naval Air Station Oceana, VA
September 28-29	Augusta, GA
October 5-6	Salinas, CA
October 12-13	San Francisco, CA
October 19-20	Marine Corps Air Station Miramar, CA
October 26-27	NAS Joint Reserve Base New Orleans, LA
November 2-3	Naval Air Station Jacksonville, FL
November 8-9	Naval Air Station Pensacola, FL



FISC Norfolk Key Telephone Numbers

	DSN	Telephone	FAX
Commanding Officer	646	(757) 443-1001	443-1000
Executive Officer	646	(757) 443-1001	443-1000
Executive Director	646	(757) 443-1001	443-1000
Public Affairs Officer	646	(757) 443-1013	443-1015
Small Business Office	646	(757) 443-1435	443-1355
Security Officer	646	(757) 443-1510	443-1537
Counsel	646	(757) 443-1092	443-1090
Reserve Coordinator	646	(757) 443-1012	443-1549
Command Master Chief	646	(757) 443-1153	443-1015
Acquisition			
Acquisition Executive	646	(757) 443-1601	443-1605
Operations Director	646	(757) 443-1628	443-1605
Contract Ops (Fleet)	646	(757) 443-1357	443-1424
Contract Ops (Ashore)	646	(757) 443-1347	443-1424
Pierside Purchasing	646	(757) 443-1369	443-1376
Purchasing Ops (Ashore/Overseas)	646	(757) 443-1370	444-1376
Purchasing Ops (CONUS)	646	(757) 443-1394	443-1389
Purchasing Ops (Habitability)	646	(757) 443-1444	443-4417
Comptroller			
Director	646	(757) 443-1565	443-1883
Business Operations			
Director	646	(757) 443-1077	443-1064
E-Business	646	(757) 443-1502	443-1543
Customer Operations			
Director	646	(757) 443-1165	443-1175
Logistic Support Center	646	(757) 443-1211	443-1175
Navy Integrated Call Center	1-877-418-6824		443-1175
Material Operations			
Requirements Division	646	(757) 443-1271	443-1277
Ocean Terminal	564	(757) 444-2395	444-2352
ATAC	565	(757) 444-2060	445-8607
Personal Property	646	(757) 443-3795	443-3737
SERVMART	646	(757) 443-1273	443-1293
HAZMAT	564	(757) 444-5809	443-1293
Regional Navy Mail Center	564	(757) 444-9126	444-9796
Fuel			
Fuels Officer	262	(757) 322-9003	322-9005
Cheathan Annex	953	(757) 877-7100	887-7223
Washington, DC Det	288	(202) 433-2901	6850000
Philadelphia Det	442	(215) 697-9550	697-9554
Earle Det	449	(732) 866-2238	866-1106

Seafarer Insert

Navy Integrated Call Center

24 Hours-a-Day, 7 Days-a-Week, 365 Days-a-Year

Just call

1-877-418-6824 (CONUS) or 510-428-6824 (OCONUS)

or

- Submit non-call requests via email to **nicc@nor.fisc.navy.mil**
- SALTS to **eby@salts.icpphil.navy.mil**
- FAX to **757-443-1655**



- For **asset availability checks**
- submit NIINs w/o dashes e.g. 123456789
- For **requisition input**
submit data in 80 card column MILSTRIP format

Save as ASCII text file and send as attachment via e-mail or SALTS

- For **RRAM inquiries**

submit data in 80 card column MILSTRIP format and populate card columns 74,75,76 with NNZ

Save as Microsoft text file and send as attachment via e-mail or SALTS

SALTS GRAM from SALTS Activity Code [WIA]

Ref: 14 Jan 2002 13:54:13

To: ALL SALTS Users

Subj: NAVY INTEGRATED CALL CENTER (NICC)//

POC/MARY HOCKENBERRY/DEP PM/ 00023 /LOC: NAVSUP 4C1N1/TEL:717 605-6979//

RMKS/1. The purpose of this message is to forward Navy Integrated Call Center (NICC) information to Fleet customers. Request widest dissemination to all afloat and ashore commands.

2.NICC receives approximately 1,000 non-voice inquiries a month containing about 4700 line items. These requests mainly come into the NICC via email and fax. To help the NICC process all of your non-voice requests more efficiently, we are asking that you please submit any non-voice (email, SALTS gram, Naval message, fax) request in the following format:

3.For asset availability checks, please submit NIIN with no dashes (e.g. 123456789). Save as an ASCII text file and send as attachment via email or SALTS gram.

4.For requisition input, ensure data is in 80 card column MILSTRIP format. Save as an ASCII text file and send as attachment via email or SALTS gram.

5.For status check on a document, please submit complete DOCUMENT NUMBER with no dashes. Save as an ASCII text file and send as attachment via email or SALTS gram.

6.Please note that faxes cannot be processed as efficiently as other electronic media but will also be accepted. Navy messages can also be submitted but please remember to use the appropriate format, as previously stated, for your request.

7.All RRAM inquiries should be sent via email with the subject line marked "RRAM Inquiries." For requisition input requests, use the 80 card column MILSTRIP format, ensure that card columns 74, 75, 76 are populated with RICs as follows: Pearl Harbor Ships-NPZ; Japan-NZZ; North West Coast-NUZ; South West Coast-NDZ; All East Coast-NNZ, save the document as Microsoft (MS) text file and send via email.

8.Adhering to the requested ASCII text format will facilitate automated entry and avoid manual input which will assist in processing your inquiries in the most efficient manner.

9.If e-mail, please choose only one address to send the request to:

Nicc @ nor.fisc.navy.mil

Fiscsd_cic @ sd.fisc.navy.mil

or choose only one salts address

eyb @ salts.icpphil.navy.mi for NICC Norfolk

lbzz @ salts.icpphil.navy.mi for NICC San Diego

10.If you need assistance, please contact the NICC at 1-877-4-1-TOUCH (86824).

For further information, please contact Mary Hockenberry at mary_e_hockenberry @ icpmech.navy.mil